

**DAILY WORKER UTILIZATION
TOWARDS THE PRODUCTIVITY AND SERVICE QUALITY
AT HOTEL XYZ**

By

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Revision After the Thesis Defense on 2 July 2026

STATEMENT BY THE AUTHOR

I hereby declare that this submission is my own work and to the best of my knowledge, it contains no material previously published or written by another person, nor material which to a substantial extent has been accepted for the award of any other degree or diploma at any educational institution, except where due acknowledgement is made in the thesis.



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ABSTRACT

DAILY WORKER UTILIZATION TOWARDS THE PRODUCTIVITY AND SERVICE QUALITY AT HOTEL XYZ

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This study aims to examine the cost inefficiency associated with the utilization of daily workers in the Housekeeping Department of Hotel XYZ and its influence on employee productivity and service quality. The research aims to analyze whether the extensive use of daily workers, intended to provide workforce flexibility, results in hidden operational costs and inconsistent service outcomes.

A mixed-methods case study approach was done during the research. Quantitative data were collected through the internal data of Hotel Tentrem Semang such as internal labor cost records, productivity reports, and aggregated guest complaint data and supported by structured questionnaires distributed to housekeeping supervisors, permanent room attendants, and selected daily workers. Qualitative insights were obtained through deep interviews to the housekeeping leaders to support interpretation of quantitative findings. The results indicate that while daily workers contribute to numerical labor flexibility, their extensive utilization increases supervision intensity, repetitive training needs, and rework frequency, leading to higher transaction costs. These factors negatively affect productivity levels and service consistency, as reflected in recurring guest complaints related to room conditions.

Keywords: Daily Worker (1), Productivity (2), Service Quality (3)

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DEDICATION

I would like to express my sincere gratitude to God for His guidance and blessings throughout the completion of this thesis. I am deeply thankful to myself that has been so strong to finalize the process, the thesis advisor and lecturers at Swiss German University for their valuable guidance, constructive feedback, and academic support.

I would also like to extend my appreciation to the management of Hotel XYZ and specially to the Housekeeping Department team for granting permission to conduct this study and for their cooperation and support during the data collection and interview process. Finally, I would like to thank my family, colleagues, and friends for their encouragement and continuous support throughout my academic journey.



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The author acknowledges that this thesis has many shortcomings due to the author's limited experience and knowledge. Therefore, the author sincerely welcomes constructive criticism and suggestions for future improvements. It is hoped that this thesis will be beneficial to readers and make a positive contribution to the field of knowledge, particularly in the area of Hotel and Tourism Management.

In closing, the author would like to express gratitude to all parties who have provided assistance, both directly and indirectly, in the completion of this final project. May God always bless all our endeavours.



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